



Advisors play an essential role in student support and engagement. Your communication with advisees can be the difference between a student returning to classes or not.

Here are some tips that may help during advising remotely:

- Reach out to your advisees to ask them to get in touch with you, and stress the importance of continuing their academic journeys.
 - Mass emails might be efficacious, but if you can send personal notes to individuals, the response is often better.
 - Everyone is uncertain and stressed; set a tone of empathy and humanity. Humor, if used carefully, can assuage fears.
- Review the [registration dates](#).
- For one-on-one appointments, choose a medium with which you feel comfortable (e.g., telephone, email, [WebEx](#), Microsoft Teams, Skype, [Blackboard Collaborate](#), Zoom). It's nice to offer students a choice if possible.
 - If you decide that email is your mode of choice, it's important to articulate your emotions and empathy (e.g., "It's great to hear from you, Mary!" "Congratulations on your progress!" "We'll get through this!"). Telephones, similarly, lack visual cues; here too, offer a warm greeting and ask about the student's welfare and state of mind.
 - If using videoconferencing, position yourself so light is in front of you and the camera is at face-height. Choose a background area of the house that conveys who you are but that doesn't distract from you. Within your comfort zone, sharing a personal glimpse into your life is endearing.
 - If you'd like to communicate through the phone, but don't want to give out your personal phone number, check out this [Google Voice tutorial](#).
- Run a degree check on students by using uAchieve (in your Penguin Portal) to determine what students need to take.
- If possible, start with seniors and work your way to freshmen to determine the remaining required coursework and to develop specific plans.
- Put at least one class on the advising screen and release the student's hold.

Realize that advising sessions might take a bit longer and be a bit more personal than usual. Your effective communication is more important than ever!

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